

## PIP 1A.4.1: Caseworker Visits

**Date:** December 1, 2010

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**PIP Item:** 1A.4.1: Assess the quality and frequency of caseworker visits across regions

### Executive Summary

The purpose of this document is to synthesize information on the current quality and frequency of visits with parents/caretakers and children in both cases served as in-home and as out-of-home care (OOHC). 'Visits' is defined as face-to-face contacts with any family member in the case for families served as 'in-home' and face-to-face contacts with the child for cases served as OOHC. Quality of visits is defined as CQI casework quality review scores for face-to-face contacts that include quality indicators for the mother, father, and child for both in-home and OOHC cases. This document is intended to help the leadership of the service regions conceptualize and develop plans for improving the quality and frequency of such visits.

#### Frequency of Visits to Cases Served In-Home

The monthly "Cases Fact Sheet" based on the TWIST M206 report was also used to compare rates of visits over the past 12 months. The in-home services dataset from TWIST (TWS Q196) with data on all children served in-home during 9/25/2009 to 9/24/2010 was used to refine the analysis and compare families with and without a monthly visit. Between September 2009 and September 2010, 16,831 families with 43,432 children were served as in-home cases.

- The statewide rate of monthly visits for in-home case in August 2009 was 68.5% and in August 2010 was 65.5%.
- Jefferson, with the most children served, also had the highest and most consistent frequency of visits for in-home cases at over 73% in 2009 and 2010.
- The statewide rate of visits with the family declined 3 percentage points over the past year. The decline was most apparent in Eastern Mountains and the Lakes, while Salt River Trail, Jefferson, and Northeastern all made progress in the frequency of visits.
- 9.6% of cases had 'no visit', but more than 86% of these were opened for 45 days or less.
- 75.4% of all families were visited within 2 months; cases opened 46 days or longer were more likely to be visited.
- There were no differences in the race, gender, or age of children in cases visited or not visited within 2 months. There were no differences in the rate of visits based on program/subprogram for abuse or neglect or years of contact with the agency.
- Families served as in-home cases that had children in OOHC, especially those recently reunified, were significantly more likely to be visited. Cases with higher cumulative risks and more referrals especially substantiated referrals were more likely to be visited in-home within 2 months.

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- 61.4% of visits for in-home cases occurred in the home; 11.1% were in the DCBS office.

### Quality of Visits for In-Home and Out-of-Home Care Cases

For this analysis, CQI Case Reviews for 1,439 children (1,398 cases) in OOHC and 2,149 cases served as in-home cases within the past 18 months were used. A key question on quality was: "Does the documentation reflect that face to face contact with the (mother, father, child) was of sufficient quality to address key issues with the (mother, father, child) pertaining to the (mother, father or child's) needs, services, and case goals?" A few key findings were:

- 91.5% of visits to children in OOHC were rated as being of sufficient quality.
- 78.2% of visits with mothers for in-home cases were rated as sufficient.
- 59.2% of visits with fathers in cases served in OOHC were rated as sufficient.

The visits to mothers and fathers were rated with higher quality for cases served in-home and visits to children were rated with higher quality for cases served in OOHC. Both the frequency and quality of visits to fathers offers the most opportunity for improvement. Although the pattern of performance is similar across regions, differences in the quality of visits for both in-home and OOHC cases are displayed by service region for planning.

### Frequency of Visits to Children in OOHC

Using datasets for measuring the federal standard, Kentucky has made consistent and substantial progress in improving the rates of visits to children in OOHC.

- From October 2008 to October 2010, Kentucky's rate of visits increased from 33.2% to 66.9%, an improvement of more than 33 percentage points.
- Each Service Region has access to monthly reports and quarterly displays of trends in their region. All service regions have made consistent and substantial progress in improving the rates of visits to children in OOHC.

These improving trends are reinforced by examining the data in alternative ways.

- In 2009, 21.8% of children missed full compliance with the federal standard because of one missed visit;
- in 2010 17.1% of all children missed the federal standard by one monthly visit.
- The combined rate of children with no monthly visits missed or only one monthly visit missed was 82.9% of children visited each and every month except possibly one month in the year.
- Similarly, on average all children in the state received 88.4% of their monthly visits this FFY; in the prior year this rate was 84.7%.
- The trend toward improved performance is seen in a rising rate of monthly visits, a reduced rate of children with one or more visits missed, and an increasing rate of the average percent of visits that each child received.

There were very few differences between children that were or were not visited in compliance with the federal standard. The few statistically significant differences were quite small differences; children with a monthly visits tended to:

- Have a goal of adoption
- Be placed in-state
- Be placed in a PCC foster home
- Be placed in the same county as their case manager.

Consequently, the results suggest that consistent efforts are made to visit all children, but visits may be missed for random, rather than systematic reasons.

## **Introduction**

### Background

In the Program Improvement Plan (PIP), Kentucky seeks to Enhance Family Involvement and Capacity to Provide for their Children's Needs (Primary Theme I). An action step toward that objective is to improve the quality and frequency of workers visits to parents/caretakers and children in both OOHC (out-of-home care) and in-home services cases. Face to face contacts are the venue for service delivery and case plan coordination and are thus essential to engaging the family and improving their capacity. In PIP Quarter 5, each service region will develop a regional action plan to improve the quality of these visits. Prior to developing these visitation improvement plans, the quality and frequency of casework visits was to be assessed and forwarded to the regions for their consideration.

### Purpose and Organization

In this report, 'Visits' is defined as face-to-face contacts with any family member for families served as 'in-home' cases and face to face contacts with the child for OOHC cases. Quality of visits is defined as CQI casework quality review scores for face-to-face contacts that include quality indicators for the mother, father, and child for both in-home and OOHC cases.

The purpose of this document is to synthesize information on the current quality and frequency of visits to parents/caretakers and children in both in-home and OOHC served cases. This document is intended to help the regions conceptualize and develop plans for improving the quality and frequency of such visits.

The document is divided into three major sections, first on frequency of visits for in-home cases, second on the quality of visits for both in-home and OOHC cases, and lastly on the frequency of visits to children in OOHC. Regional summaries or breakout tables are included when the data show that regions are significantly different from each other and there were adequate number of cases to produce results reliable at the regional level.

## **Section One: Frequency of Visits Cases Served In-Home**

### Methodology

The monthly "Cases Fact Sheet" based on the TWIST M206 report was used to compare rates of visits over the past 12 months. The in-home services dataset from TWIST (TWS Q196) with data on all children served in-home during 9/25/2009 to 9/24/2010 was also used to refine the analysis and compare families with and without a monthly visit. This extensive dataset includes 45 variables related to child and family demographics, most recent referral and information on this, key dates in the case, risk factors, date on OOHC for children with an episode of OOHC, date and

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place of contracts, and indicators on Family Team Meetings (most recent and total FTMs in the case).

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### Frequency of Visits: Systematically Calculated Data Indicator

To compare frequency of worker visits to the family within the month, the rates of visits displayed on the *CASES Fact Sheets* from August 2009 were compared to the same rates in August 2010. This indicator is consistently calculated each month and used by the service regions to monitor progress and understand the entire case load.

As shown in Table 1, the statewide rate of monthly visits was 68.5% and 65.5% respectively in these two months. Jefferson with the most children served also had a frequency of visits over 73% in both years. Nonetheless, the statewide rate of visits/contacts declined 3 percentage points over the past year. The decline was most apparent in Eastern Mountains and the Lakes, while Salt River Trail, Jefferson, and Northeastern had higher frequency of visits.

Table 1

*Rates of Contacts to Family within Month for In-Home Cases: August 2009 and 2010*

	CASES FACTS AUGUST 2009		CASES FACTS AUGUST 2010		Change in August Rates (2009 to 2010)
	# OF CASES	% WITH CONTACT IN MONTH	# OF CASES	% WITH CONTACT IN MONTH	
Eastern Mountains	869	<b>75.1%</b>	832	61.6%	-13.5%
Jefferson	763	<b>73.5%</b>	742	<b>76.2%</b>	2.7%
Northeastern	565	59.6%	633	61.5%	1.9%
Northern Bluegrass	835	62.3%	858	59.3%	-3.0%
Salt River Trail	714	64.0%	755	<b>74.7%</b>	10.7%
Southern Bluegrass	647	63.5%	790	57.2%	-6.3%
The Cumberland	626	<b>73.8%</b>	676	66.3%	-7.5%
The Lakes	461	68.0%	462	57.8%	-10.2%
Two Rivers	919	<b>72.7%</b>	1038	<b>71.4%</b>	-1.3%
State Total	6399	68.5%	6786	65.5%	-3.0%

Note. Rates over 70% are bolded

### Frequency of Visits: Additional Analysis

The TWS M206 and related "Cases Fact Sheets" are automatically and consistently calculated each month; data include all open cases regardless of the length of time that the case was opened. Thus, cases recently opened or opened for longer times are all considered equally. To refine the analysis of frequency and compare families with and without visits, the TWS Q196 dataset was

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used. Between September 2009 and September 2010, 16,831 families with 43,432 children were served as in-home cases. Only 28.3% of families had one child, the other 81.7% of families had two or more children. Table 2 displays the distribution of children and families served as in-home cases based on data from the TWS Q196. The three regions with the most children served in-home are Jefferson, Two Rivers and Eastern Mountains.

Table 2

*Children and Families (Cases) Served with DCBS In-Home Services*

	# OF CHILDREN	PERCENT OF STATE	# OF CASES	PERCENT OF STATE
The Lakes	2882	6.6	1145	6.8
Northeastern	3927	9	1531	9.1
The Cumberland	4450	10.2	1752	10.4
Salt River Trail	4655	10.7	1857	11.0
Southern Bluegrass	5020	11.6	1970	11.7
Northern Bluegrass	5249	12.1	2012	12.0
Eastern Mountains	5254	12.1	1966	11.7
Two Rivers	5953	13.7	2352	14.0
Jefferson	6042	13.9	2246	13.3
State Total	43432		16831	100

Using the TWS Quarterly 196 in-home dataset with analysis at the case level, the data were compared for cases opened for 45 days or more to cases opened for 46 days or longer. The 45 day cutoff was chosen to allow time for the monthly visit and time for data entry. The 45 day indicator was calculated the time between the case opened and the date of the data pull or at the date of the case closure for cases closed during the year. Data from the TWS Q196 are much more inclusive than the M206 data and intended for research and trend analysis purposes rather than case management. Tables 3 and sub-tables 3.1 to 3.9 displays these rates of visits by time since the most recent visit. Overall at the statewide level:

- 9.6% of cases had 'no visit', but more than 86% were opened for 45 days or less.
- 75.4% were visited or contacted within the past 2 months with cases opened 46 days or longer being most likely visited.
- Of concern are the cases without a visit in 12 or more months. Statewide 378 families (2.2%) had not been contacted within the previous 6-12 months or longer.

Table 3: *Statewide Rates of Visits by Time Case Opened and Time since Last Visit*

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			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
Statewide	opened for => 46 days	#	718	7541	5017	1242	537	239	139	1828
		%	4.5	47.8	31.8	7.9	2.5	1.5	0.8	
	opened =< 45 days	#	905	103	35					138
		%	86.6	9.9	3.3					
	State Total	#	1623	7644	5052	1242	537	239	139	1964
		%	9.6	45.4	30.0	7.4	3.2	1.4	0.8	

Table 3.1: Eastern Mountains Rates of Visits by Time Case Opened and Time since Last Visit

			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
Eastern Mountains	opened for => 46 days	#	59	969	532	191	45	24	8	1828
		%	3.2	53	29.1	10.4	2.5	1.3	0.4	
	opened =< 45 days	#	119	13	6					138
		%	86.2	9.4	4.3					
	Region Total	#	178	982	538	191	45	24	8	1966
		%	9.1	49.9	27.4	9.7	2.3	1.2	0.4	

Table 3.2: Jefferson Rates of Visits by Time Case Opened and Time since Last Visit

			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
Jefferson	opened for => 46 days	#	106	1139	679	136	15	8	17	2100
		%	5.0	54.2	32.3	6.5	0.7	0.4	0.8	
	opened =< 45 days	#	122	21	2					145
		%	83.6	14.4	1.4					
	Region Total	#	228	1160	681	136	15	8	17	2245
		%	10.2	51.6	30.3	6.1	0.7	0.4	0.8	

Table 3.3: Northeastern Rates of Visits by Time Case Opened and Time since Last Visit

			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
North	opened for	#	67	644	452	185	51	36	15	1450

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	=> 46 days	%	4.6	44.4	31.2	12.8	3.5	2.5	1.0	
	opened =< 45 days	#	69	7	5					81
		%	85.2	8.6	6.2					
	Region Total	#	136	651	457	185	51	36	15	1531
		%	8.9	42.5	29.8	12.1	3.3	2.4	1.0	

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Table 3.4: Northern Bluegrass Rates of Visits by Time Case Opened and Time since Last Visit

			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
Northern Bluegrass	opened for => 46 days	#	86	822	589	288	68	41	20	1914
		%	4.5	42.9	30.8	15.0	3.6	2.1	1.0	
	opened =< 45 days	#	89	6	3					98
		%	90.8	6.1	3.1					
	Region Total	#	175	828	592	288	68	41	20	2012
		%	8.7	41.2	29.4	14.3	3.4	2.0	1.0	

Table 3.5: Salt River Trail Rates of Visits by Time Case Opened and Time since Last Visit

			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
Salt River Trail	opened for => 46 days	#	97	825	589	166	29	25	20	1751
		%	5.5	47.1	33.6	9.5	1.7	1.4	1.1	
	opened =< 45 days	#	96	8	2					106
		%	90.6	7.5	1.9					
	Region Total	#	193	833	591	166	29	25	20	1857
		%	10.4	44.9	31.8	8.9	1.6	1.3	1.1	

Table 3.6: Southern Bluegrass Rates of Visits by Time Case Opened and Time since Last Visit

			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
Southern Bluegrass	opened for => 46 days	#	92	647	718	301	43	30	14	1845
		%	5.0	35.1	38.9	16.3	2.3	1.6	0.8	
	opened =< 45 days	#	114	8	3					125
		%	91.2	6.4	2.4					
	Region Total	#	206	655	721	301	43	30	14	1970
		%	10.5	33.2	36.6	15.3	2.2	1.5	0.7	

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Table 3.7: The Cumberland Rates of Visits by Time Case Opened and Time since Last Visit

			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
The Cumberland	opened for => 46 days	#	89	833	506	134	40	15	13	1630
		%	5.5	51.1	31.0	8.2	2.5	0.9	0.8	
	opened =< 45 days	#	104	17	1					122
		%	85.2	13.9	0.8					
	Region Total	#	193	850	507	134	40	15	13	1752
		%	11.0	48.5	28.9	7.6	2.3	0.9	0.7	

Table 3.8: The Lakes Rates of Visits by Time Case Opened and Time since Last Visit

			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
The Lakes	opened for => 46 days	#	39	475	311	185	34	25	7	1076
		%	3.6	44.1	28.9	17.2	3.2	2.3	0.7	
	opened =< 45 days	#	56	7	6					69
		%	81.2	10.1	8.7					
	Region Total	#	95	482	317	185	34	25	7	1145
		%	8.3	42.1	27.7	16.2	3.0	2.2	0.6	

Table 3.9: Two Rivers Rates of Visits by Time Case Opened and Time since Last Visit

			NO VISIT	0-30 DAYS	2 MON	3-4 MON	5-6 MON	6-12 MON	>1 YR	TOTAL CASES
Two Rivers	opened for => 46 days	#	83	1187	641	193	28	35	25	2192
		%	3.8	54.2	29.2	8.8	1.3	1.6	1.1	
	opened =< 45 days	#	136	16	7					169
		%	85.0	10.0	4.4					
	Region Total	#	219	1203	648	193	28	35	25	2352
		%	9.3	51.1	27.6	8.2	1.2	1.5	1.1	

Frequency of Visits for Cases Opened 46 Days or Longer

To simplify regional comparisons, Table 4 displays the data as dichotomized by all children who received or did not receive a contact in their case within two months. For this analysis, only cases

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opened 46 days or longer were included. Five service regions achieved a rate of visits within 2 months at or above 80%.

Table 4

*Rates of visits/contacts for In-Home Cases within 2 months*

	# No visit in past 2 months	Percent No Visit in 2 mon,	# visit in past 2 months	Percent With Visit	Total Children
Jefferson	797	14.2	4810	85.8	5607
Two Rivers	878	16.0	4598	84.0	5476
Eastern Mountains	870	18.1	3946	81.9	4816
The Cumberland	781	19.0	3328	81.0	4109
Salt River Trail	835	19.3	3491	80.7	4326
Northeastern	913	24.8	2771	75.2	3684
Northern Bluegrass	1350	27.1	3633	72.9	4983
Southern Bluegrass	1271	27.1	3418	72.9	4689
The Lakes	769	28.6	1916	71.4	2685
Statewide	8464	21.0	31911	79.0	40375

Table 5 displays the site of the most recent contact in the case. As can be seen, more than 60% of visits occurred in the home. Case contacts were also made at a jail for 309 children. Contacts and visits also occurred in the court, school, and sometimes placement (for children returning home from OOHC).

Table 5

*Location of Most Recent Visit for In-Home Cases*

LOCATION OF VISIT	# OF VISITS IN LOCATION	PERCENT IN LOCATION
Home	22869	61.4%
DCBS Office	4131	11.1%
Foster Home	2709	7.3%
Court	2397	6.4%
Relative	1536	4.1%
Private Child Care Facility	926	2.5%
School	510	1.4%
Jail	309	0.8%
Other	376	5.0%

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Note. Visits in foster homes or private child care facilities relate to visits made with the family around reunification.

### Comparative or Predictive Analysis

Multiple comparisons were used to determine if there were differences in the children/cases that had or did not have a visit within the past 2 months. The most notable finding was the very few significant differences between the two groups (visited or not visited). There were no differences in the race, gender, or age of children visited or not visited. There were no differences in the rate of visits based on program/subprogram (type of abuse or neglect) or years of contact with the agency. Cases with children that had been in OOHC, especially those recently reunified were significantly more likely to be visited. Cases with higher cumulative risks as measured by the CQA (Kentucky's assessment tool) and more referrals in the case, especially substantiated referrals were more likely to be visited.

## **Section Two: Quality of Caseworker Visits for In-Home and OOHC Cases**

### Methodology

A random sample of cases for CQI casework quality reviews are selected each month with 4 cases per team reviewed by the supervisor (FSOS) and a subset of these reviewed by the regional specialists. The results of the CQI case reviews from January 2010 through July 2010 were used in this analysis. Regional CQI case review scores were used if available (738 regional reviews or 17%); when not available, supervisor reviews (3,532 supervisor reviews or 83%) were used. If a case was reviewed twice, the most recent review by regional staff (if available) was used. There were adequate numbers of case reviews for reliable analysis at the regional level, but an inadequate number of reviews for reliable county-level analysis. For this analysis:

- 1,439 children in OOHC
- 2,149 cases served as in-home cases within the past 18 months

Table 6

*Quality of Case Work: In-Home and OOHC Cases*

FACE TO FACE CONTACT WITH:	CQI CASE REVIEW QUESTION	IN-HOME: PERCENT RATED "YES"	OOHC: PERCENT RATED "YES"
Mother	75a. Has the SW made home visits to the mother per SOP 7E3.3?	81.8%	70.5%

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FACE TO FACE CONTACT WITH:	CQI CASE REVIEW QUESTION	IN-HOME: PERCENT RATED "YES"	OOHC: PERCENT RATED "YES"
	75b. Does the documentation reflect that face to face contact with the mother was of sufficient quality to address key issues with the mother pertaining to the mother's needs, services, and case goals.	78.2%	79.0%
Father	75c. Has the SW made home visits to the non-custodial parent per SOP 7E3.3?	53.1%	50.8%
	75d. Does the documentation reflect that face to face contact with the father was of sufficient quality to address key issues with the father pertaining to the father's needs, services, and case goals.	61.1%	59.2%
Child	75e. Has the SW seen the child in the home per SOP?	81.5%	87.50%
	75g. Did the worker have one on one contact with the child?	79.3%	89.4%
	75f. Was the worker's contact sufficient to address key case issues with the child pertaining to the child's needs, services, and case goals?	85.8%	91.5%

As shown in Table 6, the visits to mothers and fathers were rated with higher quality for cases served in-home and visits to children were rated with higher quality for cases served in OOHC. Both the frequency and quality of visits to fathers offers the most opportunity for improvement. Overall, quality of the visits varied from 91.5% using best quality practices to a low of 50.8% use of best quality practices.

Table 7 displays regional scores on the key question about the quality of contacts. There were significant differences between regions, but the overall pattern seen statewide is also seen within each service region.

Table 7

*Regional Scores on Quality of Casework for Visits/Contacts In-Home and OOHC*

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Does the documentation reflect that face to face contact with the (mother, father, child) was of sufficient quality to address key issues with the (mother, father, child) pertaining to the needs, services, and case goals? Percent with a 'yes' in compliance response.							
		Mother		Father		Child	
		OOHC	In-Home	OOHC	In-Home	OOHC	In-Home
Cumberland	# Cases	88	167	54	123	145	206
	Percent	72.1	66.5	51.4	56.2	84.3	74.4
Eastern Mountain	# Cases	49	244	30	181	108	292
	Percent	66.2	78.5	49.2	67.3	91.5	84.4
Jefferson	# Cases	74	120	51	84	163	133
	Percent	86.0	94.5	72.9	75.7	96.4	97.1
Northeastern	# Cases	46	162	36	110	99	187
	Percent	60.5	74.7	56.3	62.5	83.2	77.0
Northern Bluegrass	# Cases	49	125	24	73	96	140
	Percent	72.1	76.7	45.3	55.3	88.1	76.1
Salt River Trail	# Cases	118	178	69	115	178	195
	Percent	85.5	84.0	61.6	65.0	90.8	83.7
Southern Bluegrass	# Cases	61	136	36	76	140	148
	Percent	75.3	77.3	57.1	57.1	88.6	80.0
The Lakes	# Cases	106	122	62	66	160	135
	Percent	89.8	83.6	72.9	61.7	97.6	84.9
Two Rivers	# Cases	136	283	72	171	227	325
	Percent	86.6	80.6	60.0	60.6	97.0	84.4

### Section Three: Frequency of Visits to Children in OOHC

#### Methodology

Since October 2008, Kentucky has engaged in extensive analysis and action planning to improve the rate of visits to children in OOHC. Several TWIST reports are designed to help supervisors and workers understand the needs and schedule their work. These reports are the TWS W292 report that shows visits completed within the previous month as they are logged into TWIST and the anticipatory report that shows the status of children needing a visit each week during the current month. Two additional data reports are useful in examining trends or identifying child

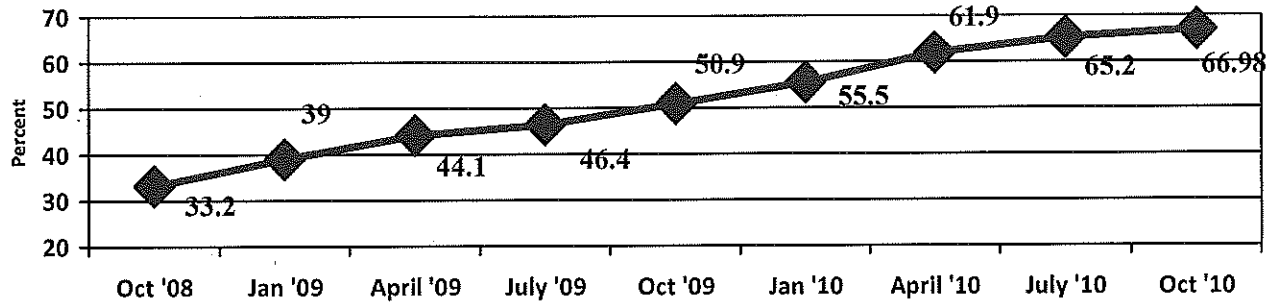
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needs. The TWS M280 reports, summary and detailed reports, display a rolling year of data with the status of visits and the status of stays in OOHC for each month for each child that meets the federal criteria for needing a visit. The TWS M280 is used to calculate and monitor compliance with visits to children in OOHC using the federal criteria. In addition, the TWS W058 report includes data on all children in OOHC, their latest visits and extensive demographic data useful for understanding needs and action planning. Both the TWS M280 (11/1/2009 to 10/30/2010) and TWS W058 (point in time report from 10/3/2010) reports were used for analysis.

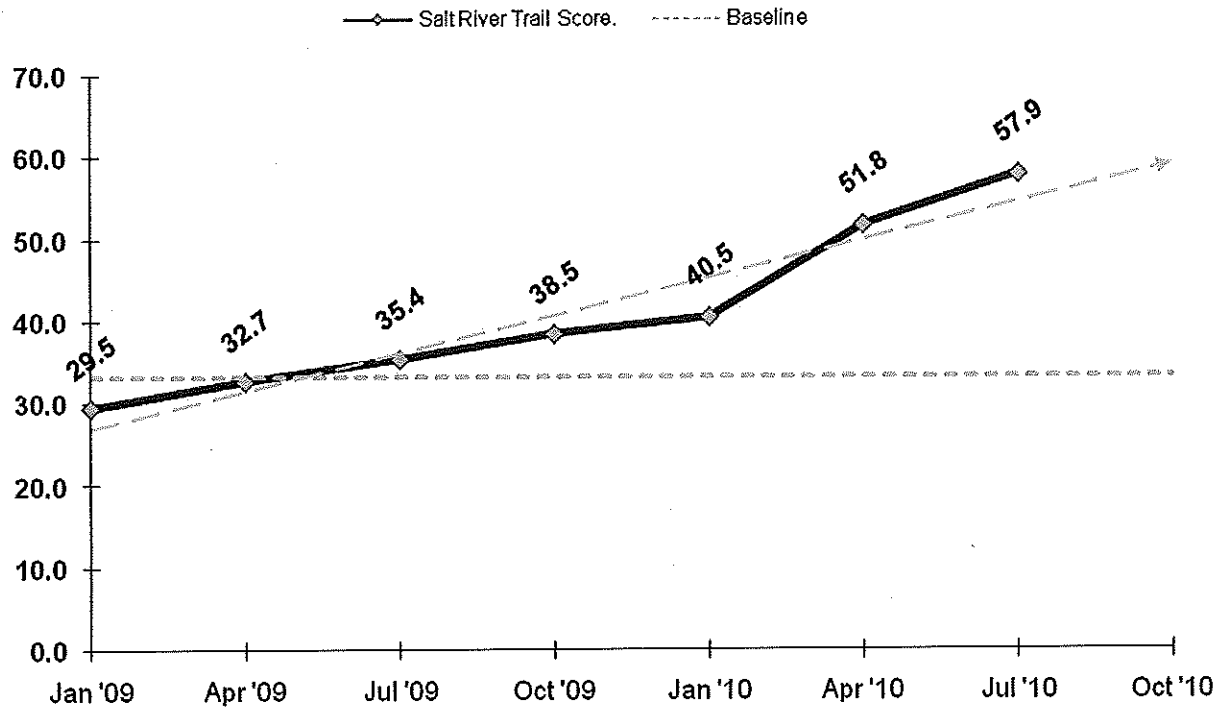
Based on the TWS M280, a data display (Federal Data In a Glance) (DIG) is produced quarterly with trend data for the state and each service region. The Federal DIG is used extensively by the service regions for monitoring goal achievement and for action planning. As shown in Figure 1, Kentucky has made consistent and substantial progress in improving the rates of visits to children in OOHC. From October 2008 to October 2010, Kentucky's rate of visits increased from 33.2% to 66.9%, an improvement of more than 33 percentage points.

Figure 1  
*Rates of Monthly Visits Each and Every Calendar Month*



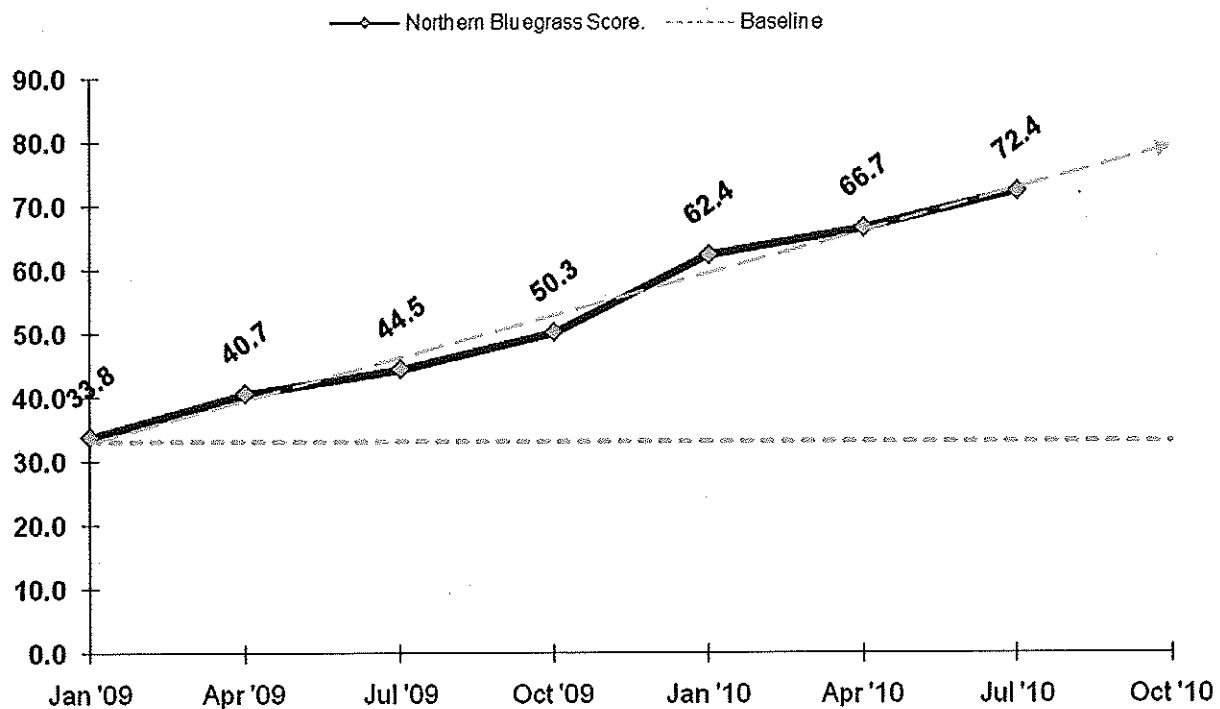
Each Service Region has access to monthly reports and quarterly trend displays for their region. Two examples are included in Figure 2 and Figure 3 that show current trends for Salt River Trail that has made slower progress on this indicator and Northern Kentucky that has shown higher rates and more improvement. Figures 2 and 3 were directly copied from the Federal DIG; these figures show how the data are displayed for use by the service regions. The trend line also displays the 'predicted' rate if progress continues at the present rate.

Figure 2  
*Trends in Visits to Children in OOH: Salt River Trail*



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Figure 3  
*Trends in Visits to Children in OOHC: Northern Bluegrass*



In addition to trend analysis by region, each service region can compare their rate of visits to every other service region. Figure 4 displays the rate of visits by service region in January 2009 and Figure 5 displays the rates in July 2010. These figures are also displayed in the Federal DIG and used by the CQI specialists and regional management to guide program improvement. The TWS 280 report can be drilled down to the worker and team level to enable the CQI process at the local team level.

Figure 4  
*Visits to Children in OOH: January 2009*

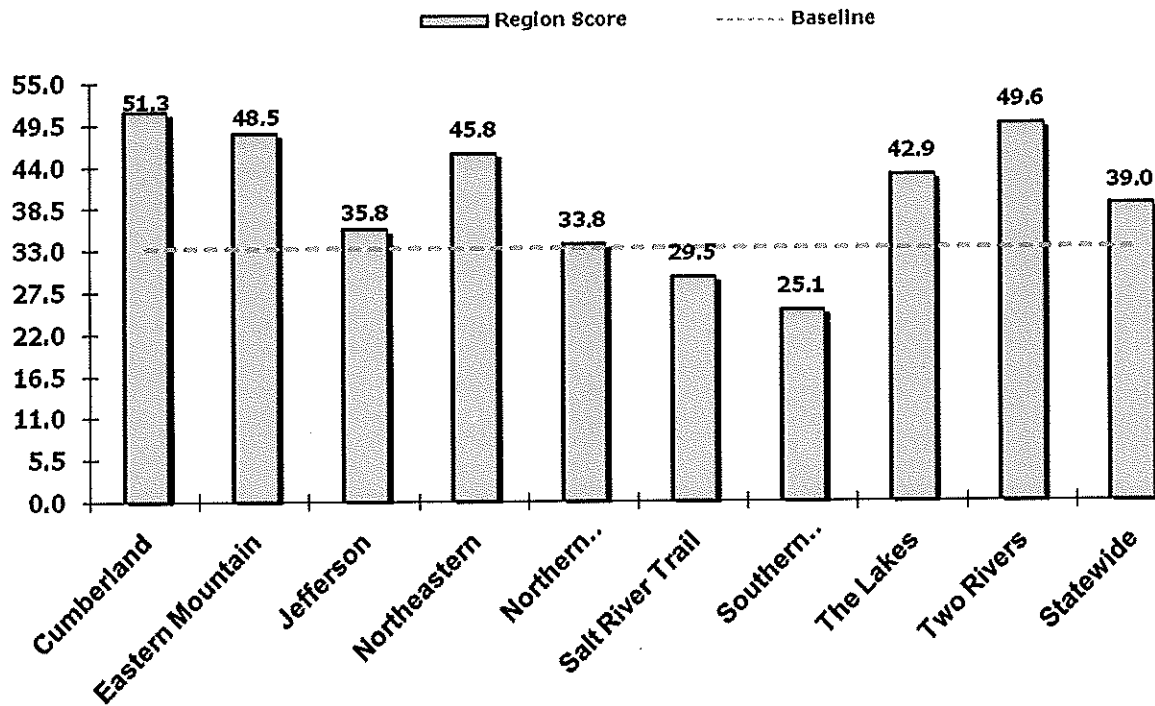
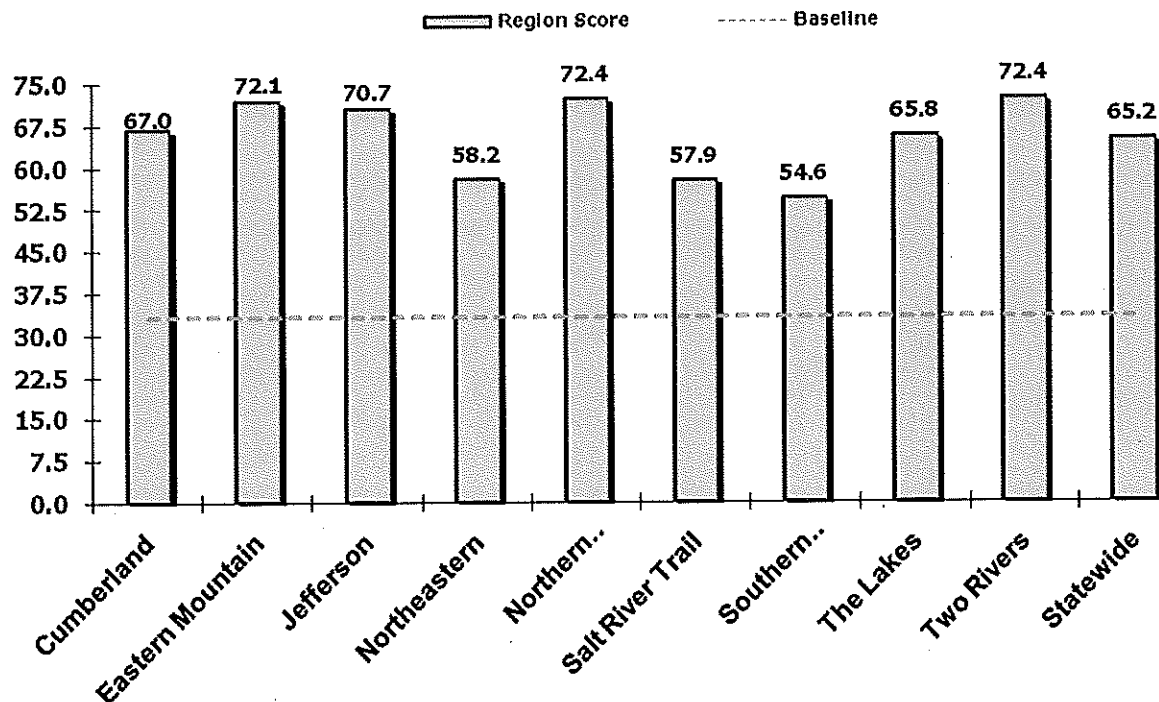


Figure 5  
*Visits to Children in OOH: July 2010*



### Refined Analysis of Visits

The federal standard is appropriate as a standard of ‘compliance’ or ‘non-compliance’, but additional analysis is needed to fully understand progress and opportunities to improve. Using the TWS M280 report, the rates of visits to children in OOHC were compared between two time periods: November 1, 2008 to October 31, 2009 compared to November 1, 2009 to October 31, 2010. In this analysis, the number of months with a missed visit was calculated. In addition, an indicator of the percentage of months where the child was in care for the month and had a visit within the month were calculated. These analyses are more nuanced than the federal standard of compliance/noncompliance and deepen the understanding of visitation rates.

Table 8 displays the number of months missed in a dataset from 2009 and a dataset from one year later in 2010. In 2009, 21.8% of children missed full compliance with the federal standard because of one missed visit; in 2010 17.1% of all children missed the federal standard by one monthly visit. The trends are consistent across regions with an increase in the rate of visits with no months missed and a reduction in the rates of missing one or more months. It is encouraging to note that currently the rate of children with a combined rate of “no monthly visits missed” plus “one monthly visit missed” was 82.9%.

Table 8

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*Number of Months with Missed Visit: 2009 (11/08 to 11/09) and 2010 (11/09 to 11/2010)*

		EMT	JEFF	NESR	NBG	SRT	SBG	CUMB	LAKES	2 RIVER	STATE
No Mon. Missed	2009	62.0	57.1	55.9	53.9	40.5	35.8	60.5	60.2	63.4	53.0
	2010	77.5	72.7	67.8	74.8	58.3	53.7	63.1	61.8	71.1	65.8
1 Mon. Missed	2009	21.8	21.3	20.3	23.9	22.9	24.6	20.4	22.8	17.2	21.8
	2010	10.2	16.7	19.0	12.5	18.7	20.8	19.0	17.8	16.0	17.1
2 Mons. Missed	2009	6.8	8.7	8.3	11.2	11.9	12.8	9.5	7.7	10.8	10.1
	2010	6.4	5.4	7.0	4.5	8.7	8.5	8.2	10.0	6.3	7.2
3 Mons. Missed	2009	5.5	4.6	5.2	4.3	9.0	9.9	4.9	4.2	4.1	6.0
	2010	2.8	1.8	2.0	3.1	5.7	6.9	4.4	3.6	2.9	3.9
4 Mons. Missed	2009	2.1	3.0	4.1	3.0	6.2	7.5	1.8	2.6	1.9	3.8
	2010	1.0	1.0	1.7	2.1	4.1	4.2	2.4	2.5	1.4	2.4
5 Mons. Missed	2009	0.7	2.0	1.7	1.7	2.8	4.1	0.8	1.0	1.3	2.0
	2010	1.2	0.8	0.9	0.9	1.8	2.0	0.9	2.1	1.2	1.3
6-12 Mons. Missed	2009	1.1	3.4	4.5	2.0	6.8	5.2	2.0	1.5	1.3	3.3
	2010	0.7	1.6	1.6	2.0	2.7	3.9	2.0	2.2	1.2	2.1

Table 9 displays the results of an calculated indicator showing the percent of months with a visit within the month. This indicator is calculated by dividing the number of montly visits by the total number of months the child was in OOHC. The results displayed in Table 9 data also suggest progress in vistration rates by both the state and each service region. Calculated as the percent of monthly visits for each child, 88.4% of monthly visits were made during a one year time period. The overall state rate improved 3.7 percentage points in the past year.

Table 9

*Average Rate or Percent of Monthly Visits Made*

	AVERAGE RATES 11/01/2008 TO 10/31/2009	AVERAGE RATES 11/1/2009 TO 10/31/2010

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Eastern Mountains	88.8%	92.9%
Jefferson	86.6%	92.0%
Northeastern	84.1%	90.5%
Northern Bluegrass	87.3%	90.4%
Salt River Trail	76.3%	83.4%
Southern Bluegrass	79.5%	84.8%
The Cumberland	85.0%	86.1%
The Lakes	89.0%	87.6%
Two Rivers	90.5%	91.3%
Statewide	84.7%	88.4%

### Comparative Analysis

Two analysis were conducted to compare children with and without a visit to determine any predictors or bias in the visits. Based on the analysis of the TWS M280, there were no differences in the rates of compliance for visits based on child gender, race, or age at report date. Children with a current placement in a Private Child Caring Agency (PCC foster home or residential) placements were more likely to be in full compliance with the federal standard (73.6%) compared to DCBS placements (59.4%).

The second analysis was based on the TWS W058 report of 10/03/2010, a point-in-time analysis, and compared children with and without a visit in the past 30 days. There were no differences in children visited or not visited based on race, gender, current age, age at first placement, months in current placement, number of placements, and whether or not the child was part of a sibling group. The few significant differences were that children with a monthly visits tended to:

- Have a goal of adoption, be placed in-state, be placed in a PCC foster home, be placed in the same county as their case manager.

These difference, although statistically significant were very small actual differences. Overall, these data suggest that efforts are made to visit all children, but visits may be missed for random, rather than systematic reasons.